openreach

SIN 182

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Suppliers' Information Note

For The Openreach Network

Payphone Exchange Line Service and WITHDRAWAL NOTIFICATION

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CONTENTS

1 INTRODUCTION 3

2 GENERAL 3

3 CALLED PARTY ANSWER 3

4 ENQUIRIES 4

5 REFERENCES 5

6 GLOSSARY 5

7 HISTORY 5

1 Introduction

This Suppliers' Information Note, SIN 182, describes the Payphone Exchange Line service.

2 General

2.1 The Payphone Line class of exchange line is solely provided for payphone service.

2.2 Numbers with fixed fee charges, are not accessible from BT Payphones Exchange Lines with the exception of "123".

2.3 In December 2002 Directory Enquiries was liberalised and the 118XXX number range[1] introduced. There is a variety of charging structures, including fixed fee elements. In August 2003 BT payphones introduced a solution to allow access to 118XXX numbers that included a Fixed Fee element, at a 'pence per minute' rate at the request of the Service Provider.

2.4 It is for customers to decide whether they wish to rent the payphone line service. However, lines not classified as Payphone Line Service are liable to pay the fixed fee charges.

2.5 Lines can be classified as a Payphone, provided that a payphone is directly connected to the line.

2.6 Because of the conditions of use associated with Payphone Lines, such lines will not be provided to PABX and other call routing apparatus. Where a payphone is connected to a PABX or call routing apparatus, the Business Line classification will apply.

2.7 The Payphone Line classification will be withdrawn from any line where an excessive number of calls are made to numbers which are subject to a fixed fee charge when dialled from a Business and Residential exchange line.

2.8 **Openreach will withdraw the payphone line class by the end January 2027 in line with the closure of the BT UK PSTN.**

3 Called Party Answer

Called Party Answer (CPA) is available as a suitable replacement product to support the types of end user Customer Equipment features that have traditionally used the Meter Pulse Facility.

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[1] Access codes for directory enquiry services - A statement issued by the Director General of Telecommunications (19 September 2001)
http://www.ofcom.org.uk/static/archive/oftel/publications/numbering/denq0901.htm

CPA, using a line polarity reversal, indicates to customer equipment that the Called Party or the Called Party's network has answered. Using suitable equipment that can both detect the line reversal signal and analyse the digits called, customers can determine when charging has started for all directly connected chargeable calls on the Openreach network.

Note. See SIN 351[1] for details of line polarity.

4 Enquiries

If you have enquiries relating to this document then please contact: - orsindfa@openreach.co.uk

5 References

1]	SIN 351 - BT Public Switched Telephone Network (PSTN): Technical Characteristics of the Single Analogue Line Interface

For further information or copies of referenced sources, please see document sources at

https://www.openreach.co.uk/orpg/home/helpandsupport/sins/sins.do

6 Glossary

CPA	Called Party Answer
MPF	Meter Pulse Facility
PABX	Private Automatic Branch eXchange
PSTN	Public Switched Telephone Network
SIN	Suppliers' Information Note

7 History

Issue 1.0	Sept 1990	First issued
Issue 1.1	Jan 2002	Editorial update
Issue 1.2	May 2004	Updated to reflect Directory Enquiry liberalisation
Issue 2.0	Oct 2006	Notification given of withdrawal of MPF. CPA added. Reference for characteristics of MPF changed from BS 6305 to SIN 354.
Issue 2.1	Jan 2007	Information on access to fixed fee numbers updated.
Issue 2.2	Jan 2013	Reference to MPF removed including reference to SINs181 & 354
Issue 2.3	Sept 2015	Change SINet site references from http://www.sinet.bt.com to http://www.btplc.com/sinet/

Issue 2.4	July 2020	Branding changes made from BT Branding to Openreach Branding. Openreach Sin Site added to replace BT SIN site and new Openreach SIN email added to replace BT SIN email
Issue 2.4	August 2021	Annual SIN Review – no changes made – issue remains the same
Issue 2.4	July 2022	Annual SIN Review – no changes made – issue remains the same
Issue 2.4	September 2023	Annual SIN Review – no changes made – issue remains the same
Issue 2.5	November 2024	Service withdrawal notification added in new section 2.8. Glossary section also updated.

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